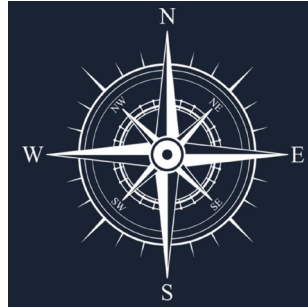# StationMD

Initiating a StationMD Visit

Call 1-877-STATMDS

Registration for the telemedicine visit:

- Person's name, date of birth, and location
- Callback number
- Reason for call
- Vital signs (T, HR, BP, RR, Pulse Ox)

Navigator sets up Telemedicine Visit

Navigator will call you to help connect your device to the visit and to confirm:

- Fax number
- Current list of meds and allergies
- Pharmacy (name & zip code)

Start the Telemedicine Visit with the Provider

Launch StationMD Icon and standby for the provider:

- Join with Video and Audio
- After the visit, documentation sent
  - Via fax
  - Entered into your electronic health record (if StationMD has access)
  - Through our portal (if designated to have access)

Have device turned on, charged, and connected to WiFi prior to initiating visit

StationMD

HOW TO CONTACT STATIONMD 24/7

FIRST STEP FOR EACH VISIT IS TO CALL
1-877-STATMDS (1-877-782-8637)

In the rare event a member of our team is unable to answer, please leave a message with your name, provider name (if applicable), direct contact number, and reason for the call.

A member of our team will call you back within 15 minutes

TIPS & REMINDERS	
VITALS	Have ready to provide to at time of call if available
FAX	Have fax # handy if applicable
MED INFO	Have current list of meds & allergies available
PHARMACY	Know name & zip code
EKO	*If purchased*, charge through wall, NOT tablet or station
EQUIPMENT	Email techsupport@stationmd.com or leave a message at 908-663-2929 option #2 to report any equipment issues
OTHER	If there are any issues in reaching 1-877-STATMDS please call the administrator on call at 201-688-0003

We want to encourage everyone to utilize StationMD and feel comfortable accessing a physician when needed. Our team of Visit Navigators are available to assist you with each call. If additional training is needed, please call 908-663-2929 option #3 or email training@stationmd.com.

How to Download and Use the StationMD Mobile App

Search "StationMD" in the Google Play or Apple App Store

https://play.google.com/store/apps/details?id=com.stationmd.stationmd

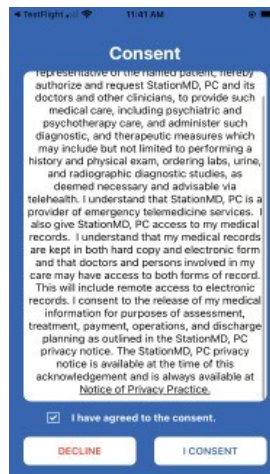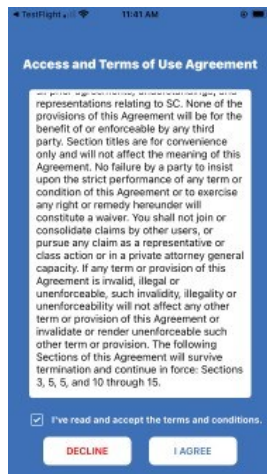https://apps.apple.com/us/app/stationmd/id1476404286

Starting your telemedicine visit

To initiate any visit, make sure you call **1-877-782-8637** first. When you are ready to start the visit, locate the app on your device and open it up to get started

Please call StationMD at (1-877-782-8637) BEFORE you initiate a visit.

Review and agree to both the Terms of Use & Consent screens when using the app for the first time only.

Access and Terms of Use Agreement

representations relating to SC. None of the provisions of this Agreement will be for the benefit of or enforceable by any third party. Section titles are for convenience only and will not affect the meaning of this Agreement. No failure by a party to insist upon the strict performance of any term or condition of this Agreement or to exercise any right or remedy hereunder will constitute a waiver. You shall not join or consolidate claim by other users, or pursue any claim as a representative or class action or in a private attorney general capacity. If any term or provision of this Agreement is invalid, illegal or unenforceable, such invalidity, illegality or unenforceability will not affect any other term or provision of this Agreement or invalidate or render unenforceable such other term or provision. The following Sections of this Agreement will survive termination and continue in force: Sections 3, 5, 5, and 10 through 15.

☑ I've read and accept the terms and conditions.

DECLINE   I AGREE

Consent

representative of the named patient, hereby authorize and request StationMD, PC and its doctors and other clinicians, to provide such medical care, including psychiatric and psychotherapy care, and administer such diagnostic, and therapeutic measures which may include but not limited to performing a history and physical exam, ordering labs, urine, and radiographic diagnostic studies, as deemed necessary and advisable via telehealth. I understand that StationMD, PC is a provider of emergency telemedicine services. I also give StationMD, PC access to my medical records. I understand that my medical records are kept in both hard copy and electronic form and that doctors and persons involved in my care may have access to both forms of record. This will include remote access to electronic records. I consent to the release of my medical information for purposes of assessment, treatment, payment, operations, and discharge planning as outlined in the StationMD, PC privacy notice. The StationMD, PC privacy notice is available at the time of this acknowledgement and is always available at Notice of Privacy Practice.

☑ I have agreed to the consent.

DECLINE   I CONSENT

StationMD

2

Enter a name (This is what the doctor will see when you join the visit).

*This name can be changed later on the Menu screen *

Welcome to StationMD

Please enter name

This should be the name of the support staff or patient. This name will appear on screen for the Provider once the visit has started.

Get Started

3

Tap "Add Site"

If you already have a QR code, you can tap "add site" to enter. If you don't have a QR code, you will be given a mobile app token when you call.

Once you enter your token, you can tap "Add Site" to enter. Once the site is entered, it will appear in your list of sites.

StationMD

Please call StationMD at **1-877-782-8637** BEFORE you initiate a visit

Call StationMD

Sites

Looks like you have not added any sites yet. Tap add site to enter a Mobile App Token and start a visit.

Add site   Join with Visit ID

4

Enter your mobile app token (or scan QR code). This only needs to be done once per site.

StationMD

New Site ✕

Enter Mobile app token

(If you do not have a token please call StationMD first)

—— OR ——

📷 Scan QR Code

Join

5

Wait for the doctor to start the visit.

StationMD

Standby

Ok you're all set! Please wait for the Provider to start the meeting.

PCC Test Site

Please make sure you have called StationMD (1-877-782-8637) to provide the needed information for the doctor to start the visit. The telehealth visit cannot be started unless you have spoken on the phone with a member of our staff. This page will stop checking in

29:59

CANCEL VISIT